

Smappee Plus Installation Manual

Installation Guide for Professional Installers



English
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Welcome to Smappee



Welcome to the world of Smappee.

You will soon notice that Smappee offers nothing but benefits. Immediately after its installation, Smappee will give you clear insight into your energy consumption. This will allow you to achieve savings straight away, without any concessions to comfort. And that's not all: you can now leave the house without any worries. After all, you can simply use the app to check whether or not you have turned off all your appliances.

Smappee will soon become part of your life. You will automatically become more conscious of how you use energy, which will contribute to a better environment for us all. Not only for us, but also for the following generations. And that might just be the biggest benefit of all.

A handwritten signature in green ink that reads "Stefan Grosjean".

Stefan Grosjean, C.E.O. Smappee

Overview over the Installation Steps

Step-by-Step

The table below provides a global overview over all steps for installing the Smappee. Please follow these steps carefully and in the provided sequence.

Step	Title	Page
Hardware and Physical Installation		
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Safety Instructions

Safety Warning

Working on your electrical installation can be dangerous. The Installation must be done by a certified electrician.

Safety precautions

Please observe the following safety precautions in order to avoid potential electrical shock, fire or personal injury:

- Do not use this Product for any purpose other than for which it was intended.
- Do not open the equipment or touch any of its electronic circuitry.
- Do not attempt to repair or service any part of the Smappee Plus.
- Only use the cables which were delivered with the Product.
- Do not use the Product if damaged.
- Do not use damaged current transformer or cables.
- Do not immerse the Product in water, or any other liquids.
- Do not expose the Product to heat, flame, steamy conditions or extreme cold.

Maintenance

- Clean only the outside with a dry, clean cloth.
- Do not use abrasive agents or solvents.

Specifications

- Dimensions: 180x130x35mm (7x5.1x1.38 in)
- Weight: 300g (10.6 oz)
- Operating temperature: -10 - +50°C (14 - 122 °F)
- Storage temperature: -20 - +70°C (-4 - 158 °F)
- Relative humidity: 80% at 0 - +40°C (32 - 104 °F)
- Operating altitude: 0 - 2.000 m (0 - 6561 ft)
- EMC: EN 55022 (Class B)
- Safety: conforms to UL/IEC/EN 61010-1 Ed3 2010, CAT II
- Power supply: 90 - 264 VAC / 50..60 Hz
- Inputs: Ph1,Ph2,Ph3,N
- Voltage measurement inputs : Ph1,Ph2,Ph3,N
 - Topology: 3 phase 3 or 4 wire, single phase, split phase
 - Range: 50..270 Vrms Ph-N / 87..550 Vrms Ph-Ph
 - Frequency: 45..65 Hz
- Power consumption: Max. 5W

Product Identification

- Product Article Number: monitor-e2

The connectors and Inputs of the Smappee

Overview

This section explains the connectors of the Smappee Plus.

Accessing the Connectors

To get full access to all connectors, you should remove the two covers.

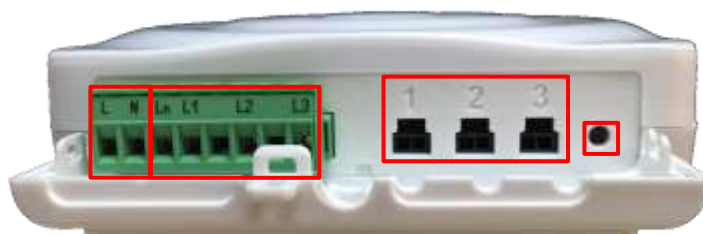
For removing the covers, insert a screwdriver at the sides of the covers and carefully pull up the cover.



Connectors at the Front

The picture shows the connectors at the front.

- Power supply
- Voltage terminal
- CT connectors 1 to 3
- Reset button



Connectors at the Back

The picture shows the connectors at the back.

- USB port
- Ethernet port (LAN)
- CT connectors 4 to 9



The Green 8-Pin Connector Block

The Smappee is delivered with a green 8-Pin connector block.

It is used to:

- connect the Smappee power supply
- measure the voltage of the power phases



You can find more details in the following sections.

Connecting the Power Supply

Overview

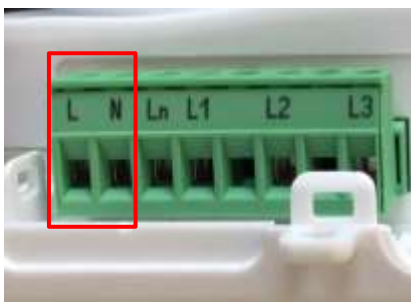
The Smappee is powered by the green 8-pin connector block.

**Important: Always turn the main power off before performing the next steps!
Do NOT power-on the Smappee unless this manual specifically asks you to do so.**

Connecting the wires

Instructions:

1. Connect the **Phase wire** of the power supply to the connector marked **L**.
2. Connect the **Neutral** of the power supply to the connector marked **N**.



Important Requirements

Important requirements for the installation:

- The voltage of the power circuit should be in the range of 100-240 Vac.
- A circuit breaker should always be used for the power supply. The circuit breaker should be located close to the monitor and be easily reachable.
- The circuit breaker should always be the disconnecting device for the Smappee monitor.
- All wires used should have a diameter between 0.75 and 2.5mm².
- Note: None of the power connectors are used for any type of measurement.

Remember

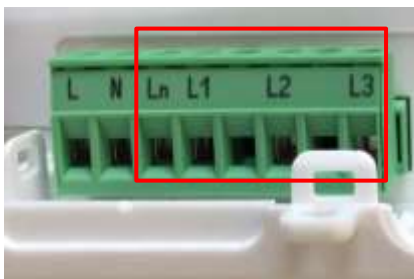
Do NOT power-on the Smappee yet. This manual will specifically ask you to power-on the Smappee in one of the installation steps later on.

Connecting the Voltage Measurement Wires

Overview!

Smappee measures the various voltages and phases of the individual Phase wires and the Neutral wire of the electrical installation. These wires need to be connected to the inputs of the green 8-pin connector block.

This section explains how to connect the measured wires to the respective inputs of the connector block.



Separated Power Supply

Please be aware that the measurement lines are fully separated from the lines of the power supply. Consequently, the power lines may be connected to circuits on an UPS or any other source without impacting the measurements.

However, this also results in the need to connect all lines to the measurement inputs. This is particularly true for the input Ln, which always needs to be connected to the Neutral line.

Inputs for Phase and Neutral

There are four inputs:

Input	Description
L1 - L3	Measurement inputs for the voltage and phase of each phase wire.
Ln	Measurement input for the Neutral reference. Note: To measure the Neutral reference correctly, always connect the Input Ln explicitly to the Neutral wire. There is NO internal link with the Neutral line of the main power supply.

Installation Variants

The wiring of the voltage measurement inputs on the green 8-pin connector block depends on the type of electrical installation.

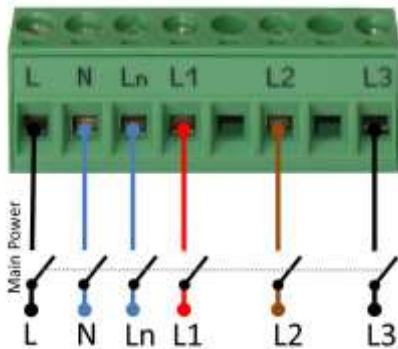
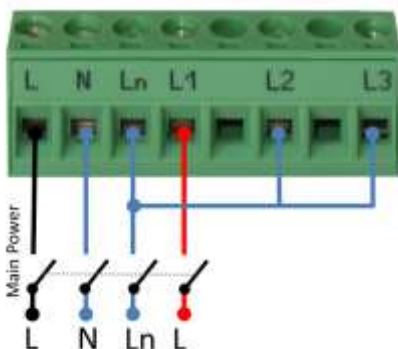
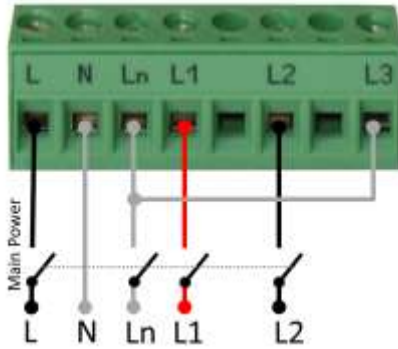
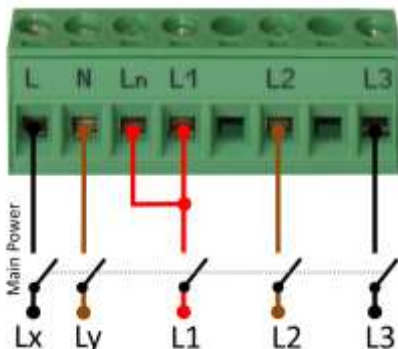
There are four different Installation Variants:

- Three-phase with Neutral ("Star")
- Single phase
- US Split phase (180°)
- Three-phase without Neutral ("Delta")

On the next page, you find detailed instructions for the wiring.

Installation Variants

The table below shows the wiring for the various installation variants.

Installation Variant	Wiring Schema
Three-Phase with Neutral ("Star") <ol style="list-style-type: none"> 1. Identify the three phase cables L1, L2 and L3 as well as the Neutral cable. 2. Connect the Neutral to the Ln. 3. Connect the phase cables to the correct input of the voltage measure terminal: <ul style="list-style-type: none"> • Phase cable L1 to input L1 • Phase cable L2 to input L2 • Phase cable L3 to input L3 	
Single Phase <ol style="list-style-type: none"> 1. Identify the phase cable L1 and the Neutral cable. 2. Connect the Neutral cable to the Ln, L2 and L3 input. 3. Connect the phase cable L1 to the L1 input. 	
US Split phase (180°) <ol style="list-style-type: none"> 1. Identify the two phase wires L1 and L2 and the Neutral wire. 2. Connect the Neutral wire to the Ln and L3 connector of the voltage measure terminal. 3. Connect the phase cables to the corresponding inputs: <ul style="list-style-type: none"> • Phase cable L1 to the connector L1 • Phase cable L2 to the connector L2 	
Three-Phase Without Neutral ("Delta") <ol style="list-style-type: none"> 1. Identify the three phase cables L1, L2 and L3. 2. Connect the first phase cable L1 to the Neutral input Ln. 3. Then connect the phase cables to the corresponding connectors of the voltage measure terminal: <ul style="list-style-type: none"> • Phase cable L1 to the input L1 • Phase cable L2 to the input L2 • Phase cable L3 to the input L3 	

Verify the Correctness of Installation

After finalizing the full Smappee installation, and while testing the Smappee measurements, you should specifically verify the correct wiring of the 8-pin connector block.

These checks will be explained at a later step during the installation, at section "Checklist for Correct Configuration", on page 29.

Connecting the Current Transformers (CTs)

Overview

The next step is to connect the CT's to the monitor.

Each current transformer (CT) consists of a sensor and a plug. The sensor needs to be attached on the cable and the plug needs to be inserted in one of the Inputs 1-9 of the Smappee monitor.

Please note that each CT has an arrow inside. The correct direction of the arrow is very important when installing the CT.

Configuration

The newly installed CTs **always require an update of the configuration pages** of the Smappee.

For details, please see section "Configure the Current Transformers" on page 20.

Technical details

The Smappee Plus has inputs for 9 current transformers.

The transformers are available in different sizes.
For all the different sizes, please see section "Current Transformer Variants" on page 12.



Instructions

First, start by attaching the Current Transformers (CT) around the cables you wish to measure. (These can be main incoming cables, sub-feeds, feeds from solar, etc.), just put the CT around the cable and then close it.

Important: Pay attention to the direction of the arrow on the CT. The arrow always points towards the electrical load, i.e. in the direction of the energy flow.

We strongly recommend labeling the CT's so it is easier to route them back to your monitor afterwards (for example oven phase 1). Once the current transformers have been installed around the cables, now route them back to the Smappee Plus.

Current Transformer Variants

The table shows the current transformers that can be used with the Smappee Plus.

Smappee supports only the CTs listed below. No other CTs should be used!

Name/type	Picture	Specs
Current Transformer SCT01-T10/50A		MC: 50A MAX OV : 333 mV MAX cable Ø: 10 mm (0.39 in)
Current Transformer SCT01-T16/100A		MC: 100A MAX OV : 666 mV MAX cable Ø: 16mm, (0.63 in)
Current Transformer SCT01-T24/200A		MC: 200A MAX OV : 1332 mV MAX cable Ø: 24mm, (0.94 in)
Y-cable AC-YC		Y-cable for combining two current transformers.

The length of a CT cable is 1.5 m (4.9 ft).

Legend:

MC: maximum current
MAX OV: Maximum output voltage
MAX cable Ø: Maximum phase cable diameter

Preparing the Internet Connection

Overview

Now you should choose the method to connect the Smappee to the internet. There are three alternative connection methods available:

- Ethernet cable (recommended)
- external Wi-Fi USB module
- external 3G/4G internet USB dongle

This section will prepare the Smappee for connecting to the Internet at a later point during the installation steps.

NO Hot-Plugging

All network cables and dongles need to be inserted or removed while the power is OFF.

Ethernet cable (recommended)

The Smappee Plus monitor should be connected to the network by an RJ-45 Ethernet cable.

The Ethernet cable should be connected to the Ethernet port of your monitor. When using Ethernet, you should not connect a USB Wi-Fi or 4G dongle.

External Wi-Fi module (USB)

The external Wi-Fi module connects the Smappee Plus to a local Wi-Fi network. It should be plugged in the USB port of the Smappee.

If you experience problems with the Wi-Fi connectivity, please consult the Wi-Fi checklist. You can find the checklist at <http://support.smappee.com>. Search for "checklist".

Important: You can only use the module that is supplied by Smappee. Other devices are not supported.



External 3G/4G Dongle (USB)

The external 3G/4G dongle directly connects your Smappee monitor to the internet through an 3G/4G connection.

Smappee ships the dongle preconfigured with a SIM card, as part of your data subscription option.



Please note this device requires a stable 3G/4G network signal. Please check this before buying this device.

Connect the cable or USB module

Once you have selected the connection method, please insert the selected cable or module in the respective Smappee port, while the Smappee **is still turned off**.

Initial Power-On of the Smappee Monitor

Introduction

Your Smappee Plus monitor is now nearly ready for the first power-on. Please complete a number of checks, before you power-on the Smappee.

Important: The Smappee Plus is not yet completely installed and insulated. Perform the actions of section "Mounting and Enclosing", on page 31, before leaving the installation place.

Check Before First Power-On

Please do a final check:




ID	Check	More info
1.	Smappee is connected by a circuit breaker.	page 7
2.	The 8-pin connector block is correctly wired for both the main power supply as well as the measuring wires.	page 8
3.	The current transformers are connected at your electrical installation and to the inputs at the Smappee.	page 11
4.	The hardware for the network (Ethernet cable or USB dongle) is connected to the Smappee.	page 13
5.	You understand that the Smappee Plus is not yet completely installed and properly insulated. Do not leave the place of installation before completing the installation.	page 31

Power On

Now use the circuit breaker to turn on the power.

Lights for Network Status

Smappee indicates the progress of the power-on and the network status by the light.

Light	Description
Blue Steady 	The Smappee is powering on. Please wait for about 3 minutes. Hint: The light may briefly go dark during that time.
Green Steady 	The Smappee is connected to the local network and ready to be installed by the App. The Smappee should show this color when it is connected by Ethernet or a 3G/4G dongle.
Blue Flashing 	The Smappee monitor is ready to be connected to the local network and to be installed by the App. The Smappee should show this color when it is connected by a Wi-Fi dongle.

If you see one of these colors, proceed to the next page of this manual.

If, however, Smappee shows a different color, please refer to section "Troubleshooting Internet and Cloud Access" on page 18.

Login to the Smappee App

Overview

The Smappee App is required to activate your monitor and link it to your user account in the Smappee cloud.

Before you continue the installation, make sure you are logged in correctly:

- with a correct **user name**
- at a correct **service location**.

Installing the Smappee App

The App is available on Android and iOS. It can be downloaded from the Apple store or the Android marketplace.

Note: The App is not available for Windows smartphones or Windows operating systems.

Create User Account, then Login

Once installed, open the App and login to your user account, or create a new user account.

Multiple User/Multiple Service Locations

If you install multiple Smappee Plus monitors at multiple locations, make sure that you are logged in with the correct user name. Also make sure, that you have activated the correct service location.

Watch out! If you use the wrong user name or service location, you may invalidate both installations.

Connect to Internet and Cloud

Overview

Now, you connect your Smappee Plus to your account on the App/Smappee cloud. If you use Wi-Fi as the network connection method, you also provide the Wi-Fi network name (SSID) and Wi-Fi password.

The installation process is largely guided by the Smappee App. You should follow the instructions on the screen.

Check Before You Start

Please do a final check:

ID	Check	More info
1.	Your Smappee Plus is powered on. (It will take about 3 minutes.)	page 14
2.	Your Smappee Plus is showing a Green Steady (Ethernet, 3G/4G dongle) or Blue Flashing (Wi-Fi) light.	page 14
3.	Your App is installed on your smartphone.	page 15
4.	In the App, you are logged in with the correct user name and, if applicable, at the correct service location.	page 15

Starting the Installation in the App

To start the installation of the Smappee Plus, follow these steps:

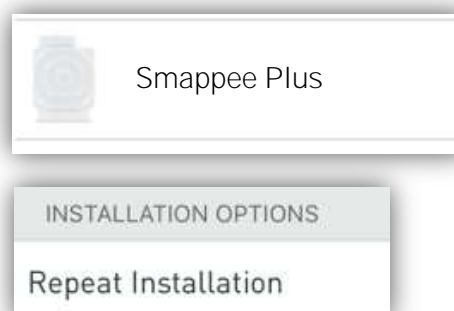
If you see a screen with an Install-Bubble:

1. Click on the icon "Install a new Smappee monitor".



If the app does not show this icon, please perform the following steps, depending on the available screen options:

1. Select the menu item "Settings"
2. and/or select " Smappee Plus"
3. and/or "Repeat installation"



Follow the Instructions on the Screen

After starting the installation (see previous paragraph), continue with these steps:

1. Follow the instructions, until you reach the screen "We will now configure your Smappee by asking you a few questions about your installation".
2. Once you reach this step, please hold for a moment and perform a check. Make sure that the Smappee shows a **Green Breathing light**.



Check: Green Breathing Light

If this check is OK, please continue at section "Configure the Current Transformers" on page 20.

If this check is NOT OK, consult the section "Troubleshooting Internet and Cloud Access" on the next page.

Troubleshooting Internet and Cloud Access

Introduction

This section provides help in case of problems during the connection step.

Note: The connection to the Internet and the Cloud needs to be fully functional before you can continue the installation (i.e. configuring the Smappee for accurate measurement).

Understanding the milestones

The connection to the Internet and Cloud has the following main milestones. Please refer to them in case of problems.

Step	Milestone	Success Indicator
1.	Connect to Wi-Fi network (if applicable) and/or local network.	Green steady light
2.	Smappee contacts the Smappee cloud.	-
3.	The App and the Smappee monitor "meet" in the cloud and connect to each other.	App shows screen with "jumping" Smappee logo
4.	The Smappee monitor starts measuring the power signals (even if the configuration is not yet correct). It is important that at least one current transformer is connected.	-
5.	The App receives real-time measurements from the monitor and displays them in the main screen. Note: The actual values are not yet necessarily correct.	Some values in the App main screen, like "1 W"

Issues with Local Network (Ethernet or Wi-Fi)

If your Smappee Plus is connected by Ethernet or Wi-Fi make sure that the site system administrator is aware of the installation. They may need to change settings in the network and firewalls.

Hint: Experience shows that you should contact the IT responsible of the installation site long before the installation date.

Wi-Fi Checklist









If you experience problems with the Wi-Fi connectivity, please consult the Wi-Fi checklist. You can find the checklist at <http://support.smappee.com>. Search for "checklist".

<https://support.smappee.com/hc/en-us/articles/201618739-Wi-Fi-checklist>

Remember: The dongle needs to be inserted BEFORE you power-on the Smappee Plus.

Colors of the Smappee Light

The table below provides an overview over all colors that may be shown during the installation.

Color		Description
Green Breathing		All good. The monitor is working correctly. You can continue the next steps for installation and configuration.
Blue Steady		The monitor is starting up. This may take up to 3 minutes. The light may briefly go dark during that time.
Green Steady		Network connectivity successful, but Smappee not yet connected to a user account. <ul style="list-style-type: none"> Ethernet: Connected to the local network. Wi-Fi: Connected to the Wi-Fi and the local network (i.e. the Wi-Fi password is correct) 4G dongle: Connected to the 4G network.
Blue Flashing		The monitor is ready to be connected to the local Wi-Fi network and to be installed on the App.
Red Steady		The monitor is missing connectivity with internet during startup. Connection issue.
Red Flashing		The monitor had a previous working internet connection but has now lost connectivity to the internet.
Orange Steady		The Wi-Fi hotspot access point has been activated, in order to allow the Smappee to receive a new Wi-Fi password.
Orange Flashing		Smappee is trying to open an Wi-Fi hotspot access point. Please wait a few seconds. The light will turn Orange Steady in a few moments.

Colors of 4G dongle

If your Smappee Plus is connected by 4G dongle, please check the colors of the dongle.

Color	Description
Any steady (Blue, Green, Cyan)	Successfully connected. The dongle is successfully connected to the cellular network.
Any slow blinking (Blue, Green, Cyan)	The dongle is registering with a cellular network.
Green fast blinking (1 per second)	Stick is powered on. No connection.

Remember: The dongle needs to be inserted BEFORE you power-on the Smappee Plus.

Configure the Current Transformers

Overview

The current transformers of your Smappee need to be carefully configured in order to get correct measurements.

The following sections explain:

- where you can modify the configuration
- what configuration settings you should use.

Where to Modify the Configuration

There are three locations where the configuration can be changed














1. in the App, during the first installation
2. in the App, any time after the installation
3. in the Expert Portal website

For simple and straightforward installations, you may use the method 1.

For more complex installation, you may need the method 2 or 3. Please see section "Where to Modify the CT configuration", on page 21, for more information about how to use these methods.

Configuration Settings for CTs

Each current transformer has a number of settings that need to be configured. These include the name of channel, the electrical phase, and other electrical parameters.

	Channelname		Phase
	Consumption		Connection
	Reversed		Nilm
	Nilm		Balanced
	Balanced		Channeltype
	Channeltype		Active power
			Reactive power

For a detailed explanation of these settings, please see section "Configuration Settings for ", on page 23.

Where to Modify the CT configuration

Overview

As mentioned before, there are various methods for modifying the CT configuration:

1. in the App, during the installation steps
2. in the App, after the installation steps
3. in the Expert Portal website

This section explains the benefits of each method, as well as how to use it

Using the Configuration Methods

The table explains in which situations each of the configuration methods can be usefully applied.

	Method	When to use	Expertise level
1	App, during installation	As a first quick configuration during an installation, for simple settings.	Medium
2	App, after installation	To repeat or modify the configuration after the initial installation.	Medium
3	In the Expert Portal website	For advanced installations and error diagnostics.	Expert

App, during installation

This method will be automatically started as part of each installation in the App. Once you have successfully connected Smappee to your account, the App will automatically start the configuration steps.

App, after Installation

Once you have completed the initial installation, you can still change the configuration of the current transformers at any time.

Please use menu item "Settings", select Smappee Plus, then "Channel Configuration".

Channel Configuration

The app allows you to change the configuration.



Expert Portal

The Expert Portal is a website on the Smappee device that is intended for advanced installers.

Within the expert portal, you find a menu item "Channel Configuration", where you can configure the current transformers.

For more details, please see section "Configure the Smappee in the Expert Portal", on page 25.

Monitor channel configuration

Input	Name	Phase	Type	Connection	Reversed	NbIn (x3)	Balanced	CT type
CT1		phase 1 ▾	Unused ▾		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	50A, 100A, 200A ▾
CT2		phase 1 ▾	Unused ▾		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	50A, 100A, 200A ▾
CT3		phase 1 ▾	Unused ▾		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	50A, 100A, 200A ▾

Configuration Settings for CTs

Overview

Each current transformer has a number of configuration settings. Please configure the current transformers carefully.

A correct configuration is essential for correct measurements.

Settings

The table shows the settings for the configuration of each CT.

Setting	Description
Input	Number of the Input connector on the Smappee.
Name	Provide a name for this specific input. Note: You should carefully select an unmistakable name, since it is used in many user-facing locations on the websites and the App.
Phase	Configure the phase that the CT of this specific input is measuring.
Type	In the type menu, you can choose between 3 options: <ul style="list-style-type: none"> • Consumption • Production • Unused For more information regarding this choice please see page 24.
Connection	Here you can choose what connection type the CT is: <ul style="list-style-type: none"> • Grid - CT measures the total consumption of the installation • Off-Grid - CT measurements are added on top of the total • Submeter - CT measurements are sub-sets within the total For more information regarding this choice please see page 24.
Reversed	Select this checkbox to invert the 'direction' of the current transformer. This option is equivalent to physically re-install the CT with the arrow pointing in the other direction. Note: This option should only be used if it is physically impossible to install the CT correctly.
NILM (Appliance Detection)	Select this checkbox to activate the automatic appliance detection on that particular input.
Balanced 3x	When selected, the CT measures (only) one phase of a three-phase line, and extrapolates the total power over the three phases. This setting is useful for submetering of three-phase load with a single Current Transformer. It yields good results as long as the load over the three phases is "balanced".
CT Type	Here you can configure the Current Rating of the current transformer that is connected in that input. (50A-100A-200A-400A-800A).

Type: Consumption, Production or Unused?

The type menu, you can choose between 3 options:

Option	Description
Consumption (Load)	This input measures an appliance (that is an consumer van energy).
Production (Solar/Wind)	This input measures an energy producer, such as a photovoltaic installation.
Unused	You choose this option if the CT entry is not used.

Connection: Grid, Off-Grid or Sub-Meter?

The table shows the three connection types for the inputs.

Connection type	Description
Grid	<p>Measures Total Consumption on the Main Circuit Board</p> <p>Indicates that this CT is connected directly to the main circuit board, and thus measures the Grid Total.</p> <p>Note: For each phase (L1, L2, L3) there can be only ONE input configured as GRID.</p> <p>The values of these CT's will be displayed in the grey Consumption-Bubble in the App or the Dashboard.</p>
Off-grid	<p>Measures Extra Power on a separate Circuit Board</p> <p>Indicates that the CT is connected to a separate circuit board that is not connected to the main circuit board.</p> <p>The value is ADDED to the total of GRID. Consequently, the measurements will be added to the grey Consumption-Bubble.</p>
Submeter	<p>Measures a sub-circuit of the Grid</p> <p>Indicates that the CT is connected to a sub-circuit, that is connected to the Main Circuit Board.</p> <p>The values of these CT's will NOT be added to the total GRID.</p>

Display of Active and Reactive Power

During the configuration it is helpful to view the real-time values of the active and reactive power. The app displays these values the configuration settings screen.

 Active power

 Reactive power

Configure the Smappee in the Expert Portal

Overview

In the Expert Portal, you can diagnose and configure the electrical parameters of the individual Current Transformers.

Expert Portal for Advanced Users

The expert portal is intended to be used by advanced users. We recommend not to change any setting in the expert mode unless you know what you are doing.

Before you can Start

Your smartphone or tablet must be connected to the same local network ("subnet") as the Smappee Plus.

Before you can connect, at least one Current Transformer needs to be connected to the Smappee Plus.

Connecting to the Expert Portal

The Expert Portal is a web page that is accessible in the local network at the local IP address of the Smappee.

Example:

`http://192.168.0.1/smappee.html`

You can open the Export Portal through your App. Please follow the instructions below:

- Go to the main menu of your App and select "Settings"
- Select "Smappee Energy"
- Select the serial number of your monitor
- Note the link (incl. the local IP address)

Smappee Expert Mode: `http://192.168.0.36/smappee.html`

- Open the link in a web browser. You will see the login page of the Expert Portal.

Login to the Expert Portal

You can now log-in to the expert portal with the admin password.

- In the menu on the left, select "login/logout"
- In the login field on the right, please log-in with the password (the password is "admin" by default)



Understanding the Menu Items

Please find below a brief explanation of the menu's on the left side of the Expert portal. For more information please refer to the page mentioned on the right.

Menu Item	Description	More Details
Configuration	View and change the main electrical parameters and settings.	page 27
Channel Configuration	Detailed configuration of the nine inputs of the Current Transformers.	page 23
System Info	View various settings of the monitor such as Wi-fi connection, the signal strength, serial number, etc.	-
Advanced	Advanced settings and operations.	-
Networking	Network connection settings.	-
Data Log	Log of instantaneous values.	-
Home Control	Not used in the Smappee Plus.	-

Configuration menu

In the Configuration menu, select the type of electrical network.

In most cases, "Star" is the correct selection:

- three phase networks with neutral ("Star")
- US Split Phase (180°, 110 V)

Only in the rare case of three-phase networks WITHOUT neutral, you need to select "Delta".

Config parameter	Setting
3 phase configuration	<input checked="" type="radio"/> Star (3+N) <input type="radio"/> Delta (3)

Channel Configuration menu

The menu item "Channel configuration" allow you to configure the Current Transformers.

For details, please refer to the previous section "Configuration Settings for " on page 23.

Diagnose the Smappee in the Expert Portal

Overview

In case of complex installation or incorrect measurements, the Expert Portal provides real-time information about specific electrical parameters of the measurements. This information can be used to verify the installation and diagnose problems.

All information can be found in the Configuration menu. It shows three blocks of information:

- Voltage display per phase
- Real-Time Measurements
- Connected Current Transformers

Voltage Display per Phase

This block displays the voltage that is measured at each phase input. For details, see section "Connecting the Voltage Measurement Wires" on page 8.

Important: The voltage values should be approximately the same for each phase.

voltage
228.6 V
227.8 V
227.7 V

Real-Time Measurements

This block displays the real-time measurements and electrical parameters for each input.

Info	Channel	Current	Active power	Reactive power	Cos fi
channel1	1	0.019 A	2.322 W	3.914 var	43 %
channel2	2	0 A	0 W	0 var	0 %

The next paragraph explains these parameters in more detail.

Details for Parameters

The following table explains the parameters of the Real-Time Data.

Parameter	Explanation
Info	Input on the Smappee.
Channel	Measured channel. In Smappee Plus, this is identical to the Info column.
Current	Current measured on that CT (Ampere).
Active power	Active Power (Watt).
Reactive power	Reactive Power (var).
Cos phi	Power Factor. Note: A "Cos phi" of less than 60% is visually emphasized by yellow highlighting.

Connected Current Transformers

This block shows on which inputs there is a Current Transformers connected. It helps to detect bad connections.

CT1 connected	CT2 connected	CT3 connected
CT4 connected	CT5 connected	CT6 connected
CT7 connected	CT8 connected	CT9 connected

Checklist for Correct Configuration

Overview

Once you reached this step, the installation is nearly complete. Before you finish work you should carefully check the correctness of the configuration steps and of the actual measurement values.

You need to verify that the measurements are correct. Do that before you finish the installation.

Please perform three checks:

1. Quick Check
2. Checklist for Electrical Parameters
3. Checklist for Total Measurements

Quick Check

At this moment, the installation should meet the following criteria:

Check	Description	Details on
1.	The Smappee has been correctly powered on, according to the instructions and checks.	page 14
2.	The Smappee is connected to the Internet and the Smappee cloud. This is indicated by a GREEN BREATHING light.	page 16
3.	You see (some) real-time power values in the Bubbles of the App or the Dashboard.	page 16
4.	You have configured the individual CTs, either in the App or in the Expert Portal.	page 20

Checklist for Electrical Parameters

In the menu item Configuration, please check the following parameters.

Check	Description
1.	The Star-Delta parameter in the "Configuration menu" panel should match the electrical installation.
2.	The three voltage values should be approximately the same for each phase.
3.	The current measurement value of each CT should show plausible values.
4.	The Cos fi should be above 80%. This check should be done during periods of high consumption.

Checklist for Total Measurements

Please view the real-time measurements in the Bubble-screen of the App or the Dashboard. Run the following checks:

Check	Description
1.	The total consumption-bubble (grey) should display plausible values. Compare the results with the main utility meter.
2.	The total production bubble (green) should display plausible values. Compare the results with the solar inverter or batteries.
3.	When appliances turn on or off, the consumption-bubble should change accordingly.
4.	When appliances in the sub-meter circuits turn on or off, the consumption-bubble should change accordingly. (Make sure it does not display the double power value).
5.	When appliances in the sub-meter circuits turn on or off, the correct name should be displayed in the App.
6.	Perform the checks above for appliances on all three phases.

Troubleshooting

If the checks above show unexpected results, please verify the following installation steps:

Check	Description	See
1.	The wiring of the green 8-pin connector.	page 8
2.	The installation of the Current Transformers.	page 11
3.	The correct configuration in the "Configuration" menu.	page 27
4.	The correct configuration in the "Channel Configuration" menu.	page 23

Once all checks are successfully completed, you may finish up the installation work. Please see the next page for the final steps.

Mounting and Enclosing

Overview

Now that the voltage measure terminal and the CT cables has been installed and connected according to local electrical regulations, you can now finish up the physical installation.

Important: The installer is responsible to ensure proper insulation of all wires. Wires can be routed via the breakout area in the cover cap!

Mounting

If you have found a suitable location to mount the Smappee Plus monitor to the wall, please remove the cover caps on each side of the Smappee Plus monitor.

You will see the mounting holes on each side made available to you to facilitate mounting your monitor to the wall.

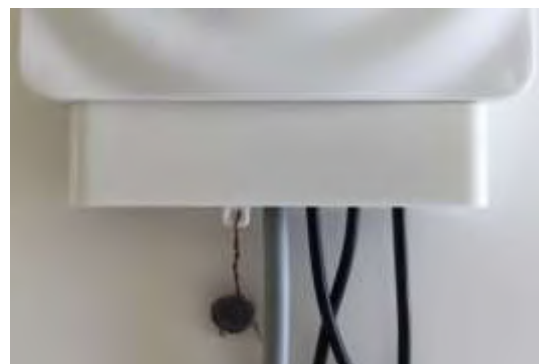


Cover

Mount the cover cap on the Smappee Plus to cover all electrical connections.

If you used a voltage-rated multicore cable, you can also use an internal wire strap to fixate the cable under the covering cap.

Optionally you can use a strap or a lead seal to seal the cover cap in order to avoid any contact with the wires.



Final Remarks

Gain insights

You have now successfully completed the installation. You can now increasingly gain insight in the energy consumption and production of the premise.

Support During Installation

In case of problems during performing an installation, please carefully read this user manual. If this does not resolve the problem, you should contact Smappee Support.

Non-Urgent support

Please send an email to support@smappee.com.

Urgent Support

For Smappee Partners we offer a hotline specifically for installation support while the partner is on premise:

+32 56 38 02 56 (Europe) or +1 408 479 3748 (US).

It is available during business hours (Central European Time), 6am -11am (Eastern Time) and 6AM - 8AM (Pacific Time).

Training

Smappee offers various training courses for installers. They can be done by video conference or in the Smappee offices.

Feedback

We always strive to improve our products and the simplicity of installation. We are happy to hear about your feedback.

support@smappee.com